**EMAIL TEMPLATE**

**FORMAL COMPLAINT EMAIL**

From: My Name and email (myname@myemailprovider.net
Subject: (short description of your complaint)
Date: Most email programs enter this field automatically
To: (enter the email address of the person you are contacting)
CC: (local consumer group) (appropriate government agencies)

Dear (title):

I wish to complain about (name of product or service, with serial number or account number) that I purchased on (date and location of transaction).

I am complaining because (the reason you are dissatisfied). To resolve this problem, I would like you to (what you want the business to do).

When I first learned of this problem, I contacted (name of the person, date of the call) at your company, and was told that nothing could be done about my problem. I believe that this response is unfair because (the reason you feel the company has an obligation to you). I would like a written statement explaining your company’s position and what you will do about my complaint.

I look forward to hearing from you as soon as possible to resolve this problem. If I do not hear from you within (days), I will file complaints with the appropriate consumer agencies and consider my legal alternatives.

I am attaching copies of my receipt or (other proof of payment or documentation of complaint).

You may reply to me at this email or call me at (phone number).

Sincerely,

(Your full name)